

POSITION DESCRIPTION			
Position Title:	Community Ranger		Position No: Generic
Directorate:	Development & Community		Section: Regulatory Services
Unit:	Ranger Services & Animal Facilities		Sub Unit: Community Rangers
Reports To:	Senior Community Ranger & Education Officer		Directs Reports: Nil
Indirect Reports:	Nil		Location: Fraser Coast Region
Version No: June 2021	Evaluated: 290621	Status: Approved	By: ERM Next review: June 2023
<p style="text-align: center;">Position Objectives</p> <p>To undertake efficient and effective activities to support the provision of a safe and welcoming community, within the scope of Council's local laws and delegated legislation relating to Community Ranger functions.</p>			<p style="text-align: center;">Our Values</p> <p style="text-align: center;">Trust Respect Accountability Initiative Teamwork Service</p>
Key Responsibilities and Indicators			
Key Result Areas	Key Accountabilities		Performance Indicators/Outputs
General Duties	<ul style="list-style-type: none"> ➤ Responding to and undertaking investigations in accordance with relevant State legislation and local laws, and in accordance with Council policies and procedures. ➤ Undertaking routine patrols, surveys and programs as required, or as directed. ➤ Assist in the delivery of services at Council's pounds and the Fraser Coast Adoption Centre. ➤ Uphold the public image of Council and maintain satisfactory relations and goodwill with the public through the provision of a high level of customer service. 		<ul style="list-style-type: none"> ➤ Tasks are undertaken in an efficient and timely manner. ➤ All interactions undertaken as per Council's Customer Service Standards Management Policy.
Customer Service	<ul style="list-style-type: none"> ➤ Provide a high level of customer service to internal and external customers. ➤ Promote a positive and professional image for Council. ➤ Respond to public enquiries on animal welfare and management issues and negotiate to achieve positive outcomes for Council and our community. ➤ Action customer complaints in accordance with procedures. ➤ Liaise with external agencies including Queensland Police Service and animal welfare groups to coordinate joint regulatory activities. ➤ Work autonomously and make on the spot decisions when working in the field. ➤ Coordinate compliance enforcement actions with other Council directorates where required. 		<ul style="list-style-type: none"> ➤ All interactions undertaken as per Council's Customer Service Standards Management Policy. ➤ Complaints resolved within specified timeframes.
Compliance	<ul style="list-style-type: none"> ➤ Exercise Council discretion when undertaking enforcement action; and do so in accordance with Council Policies and Procedures, Ombudsman guidelines, relevant legislation, and any relevant Council resolutions. ➤ Implement action and enforcement of State legislation relating to animal management and of Council's Local Laws. 		<ul style="list-style-type: none"> ➤ Routinely communicate with all customers, including on receipt of a customer request, during, and on close-out of an

	<ul style="list-style-type: none"> ➤ Enforce and monitor compliance and issue letters / penalty notices for breaches of Council’s Local Law and relevant State legislation. ➤ Preparation, lodgement, and execution of Warrants. ➤ Undertake patrols of streets, beaches & foreshores, and parks and open spaces. ➤ Promote and market Council’s Local Laws. ➤ Respond to complaints and undertake appropriate actions to reduce any immediate danger/risk. ➤ Assist to maintain public order and safety within delegated authority. ➤ Where required assist other officers and provide a back-up response. 	<ul style="list-style-type: none"> investigation. ➤ Provision of accurate, timely and professional advice in accordance with legislative requirements. ➤ Comply with all stated timelines for dealing with correspondence and complaints from the public. ➤ 100% compliance with State and Local Law requirements. ➤ Patrols undertaken routinely or as directed. ➤ Less than 5% of notices waived are to be as a result of improper service / inadequate interpretation of legislation. ➤ Actively contributes to the team and promotes best practice.
Community Education	<ul style="list-style-type: none"> ➤ Participate in the development of educational materials for the dissemination of information to the public. ➤ Participate in the review education materials. ➤ Undertake presentations to schools, professional and community groups. 	<ul style="list-style-type: none"> ➤ Participate in community education programs, including school-based programs, including the routine review of programs.
Special Projects	<ul style="list-style-type: none"> ➤ Assist in the development, implementation, review and maintenance of the Department’s business systems, procedures, and policies. ➤ Undertake projects as directed. ➤ Research and prepare data for projects as required. ➤ Assist Supervisory staff and management with the implementation of new compliance specific software. 	<ul style="list-style-type: none"> ➤ Instigate and initiate process improvements in consultation with peers and supervisory staff. ➤ Deliver projects within pre-determined deadlines and provide for achievable outcomes. ➤ Provide fortnightly reports unless otherwise directed.

		<ul style="list-style-type: none"> ➤ Software implemented successfully.
Other	<ul style="list-style-type: none"> ➤ Complete work logs and provide reports on work carried out. ➤ Update council's customer request software in relation to work performed. ➤ Prepare documents and act as a witness as necessary for enforcement actions in the relevant Courts or Tribunals. ➤ Complete vehicle logs daily. ➤ Perform any other related duties as directed by the Senior Community Ranger & Education Officer, and the Community Ranger & Education Coordinator or management. ➤ Participate in a high performing team and support the upskilling of less experience staff or staff with an alternative primary skill set. 	<ul style="list-style-type: none"> ➤ Tasks are undertaken in an efficient and timely manner and within specified timeframes. ➤ Daily reports provided. ➤ Routinely communicate with all customers, including on receipt of a customer request, during, and on close-out of an investigation. ➤ Teamwork, upskilling & collaboration
Work Health and Safety	<ul style="list-style-type: none"> ➤ Adhere to relevant Work Health and Safety policies and practices and carry out responsibilities outlined in Council's Safety Management Plan. 	<ul style="list-style-type: none"> ➤ 99% compliance with Monthly Action Plans.
Risk Management	<ul style="list-style-type: none"> ➤ Read, understand and comply with conditions as set out in the Risk Management Policy and undertake all relevant risk management training. 	<ul style="list-style-type: none"> ➤ As per Council risk management KPIs.
Records Management	<ul style="list-style-type: none"> ➤ Adhere to relevant Records Management policies and practices to ensure compliance with the Public Records Act 2002. 	<ul style="list-style-type: none"> ➤ As per Council's Records management policies and procedures.
Code of Conduct and EEO	<ul style="list-style-type: none"> ➤ Encourage and promote behaviour consistent with Council's Code of Conduct and create a positive and equitable work environment that is safe, flexible, fair, culturally appropriate, inclusive and free from discrimination and harassment. 	<ul style="list-style-type: none"> ➤ Any matters arising are dealt with in accordance with the appropriate Council policy and procedures.
Customer Service	<ul style="list-style-type: none"> ➤ Provide a high level of customer service to internal and external customers. 	<ul style="list-style-type: none"> ➤ As per Council's Customer Service Standards management policy.
Sustainability Requirements	<ul style="list-style-type: none"> ➤ Adhere to the Sustainable Fraser Coast Charter and Implementation Plan, and understand sustainability is a key element of Council's planning framework and are incorporated into all facets of decision-making and policy development. 	<ul style="list-style-type: none"> ➤ As per Council's Sustainability Charter.
Values	<ul style="list-style-type: none"> ➤ Exemplify Council's values of Trust, Respect, Accountability, Initiative, Teamwork and Service through the demonstration of each values associated behaviours. 	<ul style="list-style-type: none"> ➤ As per Council's 'TRAITS' campaign.
	<ul style="list-style-type: none"> ➤ Other duties as directed. 	<ul style="list-style-type: none"> ➤ Tasks are undertaken in an efficient and

timely manner.

Competency-based Progression

Progression to Level 3 is subject to qualifications, experience and/or a competency based assessment. A series of assessments will be conducted whilst the employee is at Level 2 to progress to a Level 3 and will be based on the following areas:

Area	Level 2	Level 3
Overview	<p>Duties at this level typically include working with teams within the department; this includes working under supervision, with limited authority to delegate.</p> <p>Scope of work will increase in line with skills & knowledge development.</p>	<p>At this level duties would encompass all functions of a Community Ranger including Animal Management. This includes providing support & mentoring to other team members and providing advice to customer service on Community Ranger related matters.</p> <p>Individuals would be capable of working under limited supervision but would be equally able to work as a team player.</p>
Qualifications	<p>Completion of the Fear Free Shelter online course (details provided to successful applicants prior to commencement with Council).</p>	<p>Certificate IV Government Investigations or equivalent experience; or Certificate IV Animal Control & Regulation or equivalent experience.</p>
Experience	<p>Customer service</p>	<p>Minimum 2 years in an investigations-based role, preferably with a Government organisation, with demonstrated experience in a fast-paced environment with diverse responsibilities.</p>
Technical	<p>Ability to read and interpret legislation.</p>	<p>Demonstrated high level of expertise in a regulatory environment, including an advanced level of understanding and administration of relevant legislation and local laws.</p>
Systems	<p>High level Computer skills with ability to rapidly acquire knowledge of corporate systems.</p>	<p>High level of expertise in the use of corporate systems.</p>

Operations	<p>Provide high level of internal and external customer service, including providing timely and accurate advice.</p> <p>Good interpersonal skills including resolving problems and working under pressure.</p>	<p>Demonstrated high-level expertise in the operations of Local Government.</p> <p>Ability to provide technical advice to internal and external customers in matters relating to Regulatory Services including Animal Management, and Local Law related matters.</p> <p>Actively engages and communicates with customers, is empathetic, resolves conflict and gains cooperation.</p> <p>Excellent time management skills.</p>
Mentoring and training	<p>Support other team members.</p>	<p>Participates in the provision of advice and mentoring for other team members.</p> <p>Participates in the training for new team members or upskilling of existing team members in areas of expertise.</p> <p>Demonstrate a high level of continuous improvement, in the delivery of services.</p>

Selection Criteria

1. Highly developed communication and interpersonal skills with demonstrated experience in negotiation and mediation capability including written, verbal and listening ability.
2. Demonstrated experience working in a team environment and engaging positively in a collaborative manner.
3. Demonstrated ability to problem solve and liaise with customers in a tactful, empathetic and courteous manner whilst enforcing local laws and compliance.
4. Demonstrated knowledge or ability to acquire an understanding of Local Government functions, roles, and processes, including Animal Management and Local Laws.
5. A high level of computer literacy including the ability to use the various Software Systems., including Microsoft office suite, records management, compliance, and financial data.
6. Proven ability to work in a pressured environment whilst exercising initiative, judgement, and enthusiasm and to plan and prioritise work to achieve required outcomes.
7. Demonstrated experience and knowledge, or ability to acquire, in the administration and enforcement of local laws and all other relevant legislation.

Qualifications/Licences

Mandatory	<ul style="list-style-type: none"> ➤ As detailed in the Competency based progression table above
Desirable	<ul style="list-style-type: none"> ➤ Demonstrated experience as a Compliance Officer/Ranger/Animal Control Officer or similar. ➤ Certificate IV Government Investigations (Regulatory Compliance Specialisation); or equivalent (or a willingness to obtain). ➤ Certificate IV in Animal Control and Regulation (ACM40117). ➤ Completion of an Animal Control / Animal Handling course. ➤ Conflict resolution training. ➤ Report and letter writing training. ➤ Recent experience in a regulatory or investigations type role.
Licences	<ul style="list-style-type: none"> ➤ Current Class C Driver's Licence
Mandatory Training	<ul style="list-style-type: none"> ➤ Work Health and Safety ➤ Duty of Care

